GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA

UNSTARRED QUESTION NO:824
ANSWERED ON:21.11.2016
Portal for Labour Complaints
Nagar Shri Rodmal;Yadav Shri Om Prakash

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a)whether the Government has launched/proposes to launch any portal to address the problem regarding the complaints of the labourers;
(b)if so, the details thereof along with the time by which it is likely to be launched/implemented;
(c)the details of the labour related complaints received by the Government during the last three years and the current year and the action taken by the Government thereon, State/UT-wise; and
(d)the other steps taken/being taken by the Government to resolve the various types of complaints related to labourers in the country?

Answer

MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI BANDARU DATTATREYA)

(a): No, Madam.

(b): Not applicable.

(c): The details of Labour complaints received by the Ministry of Labour & Employment during the last three years and current year (as available) and action taken by the Ministry of Labour & Employment is attached at Annexure-I.

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(d): (i) The Government have launched the Grievance Redressal Portal known as PMOPG under CDGRANS where the Labourers can also file their complaints/ Grievances online/offline or

(ii) Ministry of Labour and Employment has developed a unified web Portal "Shram Suvidha Portal" to create a conducive environment for Industrial Growth. It has features for redressal of grievances of labours and transparent inspection scheme through computerized system based on risk based criteria and uploading of inspection report within 72 hours by Labour inspectors which includes other related features concerning to social security of workmen.

(iii) EPFiGMS has been developed with a view to provide a single window platform that is able to record, acknowledge and track/monitor EPFO related grievances till its final redressal.
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